

MISSOURI ONE CALL SYSTEM

ALWAYS CALL (OR CLICK) 

*BEFORE
YOU DIG*

VISIT US ONLINE AT www.MO1CALL.com OR FIND US ON FACEBOOK!

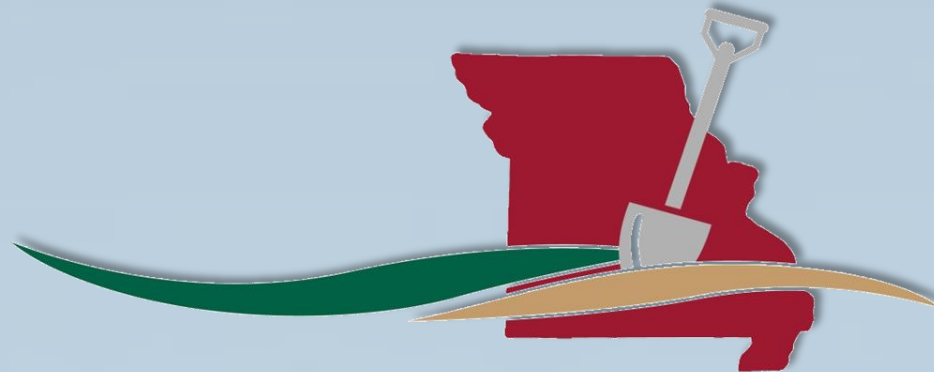




Know what's below.
Call before you dig.

**OPERATING
COMMITTEE
MEETING**

June 19th, 2014



**MISSOURI
ONE CALL SYSTEM**

One Call Concepts Report



AGENDA

- A. Call Center Report
- B. Map Update
- C. Changes to the law
- D. In Development

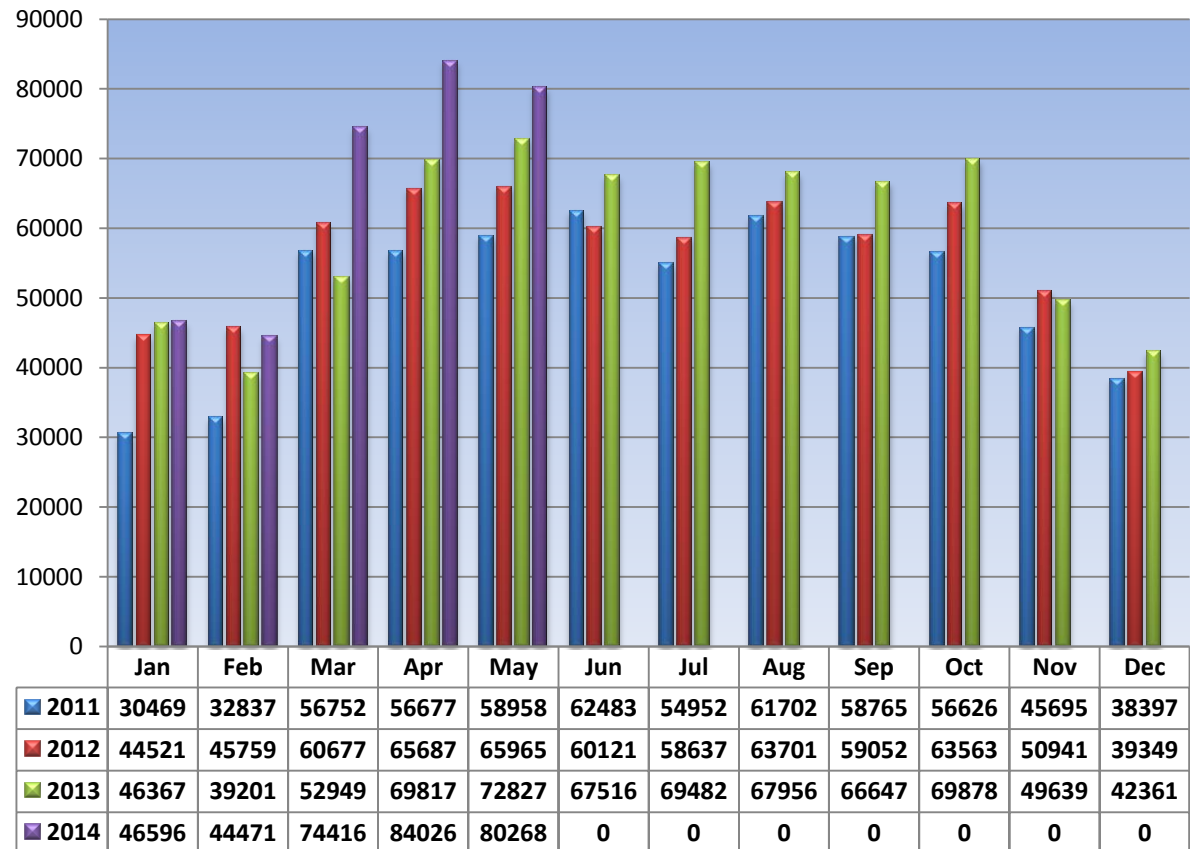


Call Center Report

In Volume:

**Each month
had been
trending up for
a period of
years.**

Inbound Requests by Month



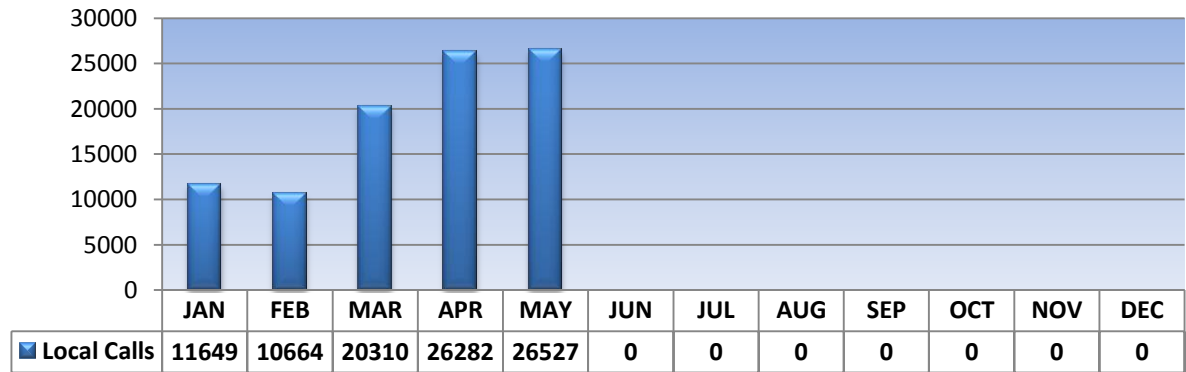


Call Center Report

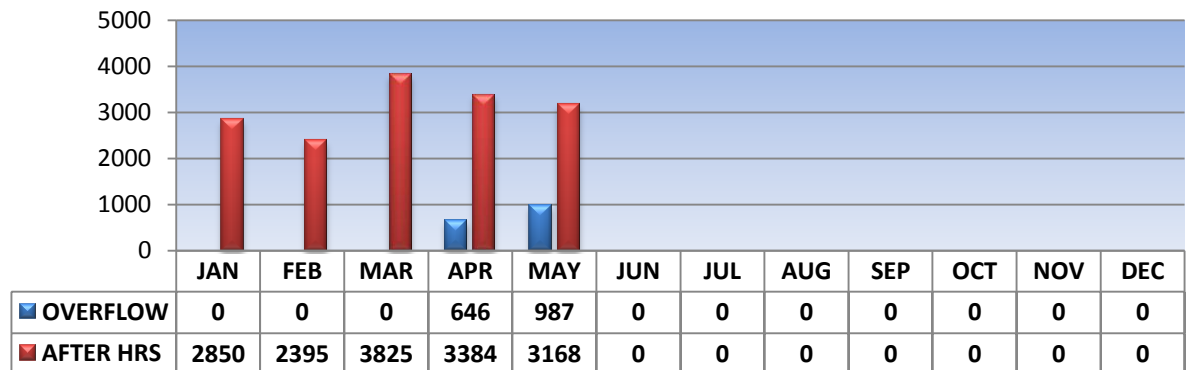
Overflow:

When inbound volumes exceed the capabilities of the local staff the overflow staff is engaged.

Local Calls by Month



Remote Calls by Month



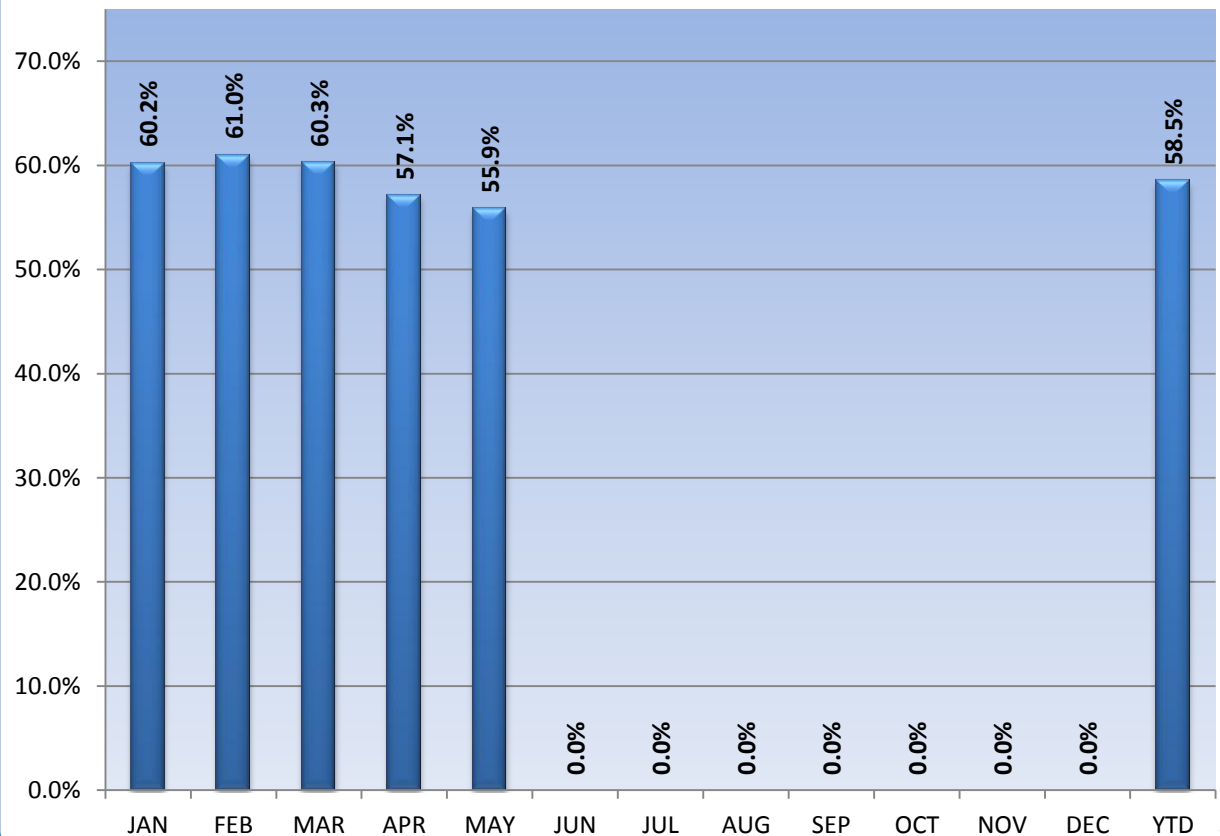


Call Center Report

**ITIC
Percentage:**

**Goal for 2014
is 60%**

ITIC as a Percentage of Total Inbound Requests





Call Center Report

YTD Summary:

Apr – 1 busiest
 May – 2 busiest
 Mar – 3 busiest

	<u>Ins</u>	<u>Outs</u>	<u>Ratio</u>	<u>ITIC %</u>	<u>ASA</u>	<u>Aban %</u>	<u>Avg Call Tm</u>
Jan	46596	247858	5.32	60.21%	22	3.26%	303
Feb	44471	240471	5.41	60.98%	19	3.09%	306
Mar	74416	389472	5.23	60.28%	18	3.20%	349
Apr	84026	435117	5.18	57.11%	20	3.13%	347
May	80268	424450	5.29	55.86%	21	3.06%	321
Jun	0	0	0.00	0.00%	0	0.00%	0
Jul	0	0	0.00	0.00%	0	0.00%	0
Aug	0	0	0.00	0.00%	0	0.00%	0
Sep	0	0	0.00	0.00%	0	0.00%	0
Oct	0	0	0.00	0.00%	0	0.00%	0
Nov	0	0	0.00	0.00%	0	0.00%	0
Dec	0	0	0.00	0.00%	0	0.00%	0
YTD	329777	1737368	5.27	58.48%	20	3.14%	330



**Parcel Data,
Road
Centerline and
manual edit
updates.**

MAP UPDATE

Parcel Data:

Boone county in process

Franklin county online April 2014

Road Data:

Franklin county wide

Knox county wide

Manual edits/adds:

10,942 completed YTD

Goal is to double 2013 manual updates

Note: 8,065 completed 2013



LAW CHANGES

Required Damage Reporting (319.026 sec 10)

By electric, gas and pipeline facilities no later than Apr 1st, 2015

Extended Start Times (319.030 sec 1):

Mutually agreed language removed and replaced with a method provided by the notification center.

Required Positive Response (319.030 sec 1):

- Utilities that receive tickets electronically required to status tickets Jan 1st, 2015.
- All other utilities required to status tickets beginning Jan 1st, 2016.

Not an all inclusive list

Highlighting changes that will affect operation of the notification center



LAW CHANGES

Required Damage Reporting (319.026 sec 10)

By electric, gas and pipeline facilities no later than Apr 1st, 2015

Decision Points:

- What fields should be collected?
- Which fields should be required?
- How should utilities provide the data?

**Damage
Manager is
available free
of charge**



Capability to be deployed in the notification center, ITIC and Map_LINK.

LAW CHANGES

Extended Start Times (319.030 sec 1):

Mutually agreed language removed and replaced with a method provided by the notification center.

Concept:

- The excavator contacts the notification center using any of the available methods
- The excavator modifies the start date/time
- The notification, with the edited start date/time, keeps the same ticket number and is transmitted to all affected utilities with an indication that the start time has been changed



LAW CHANGES

Required Positive Response (319.030 sec 1):

- Utilities that receive tickets electronically required to status tickets Jan 1st, 2015.
- All other utilities required to status tickets beginning Jan 1st, 2016.

Providing ticket status is already available via a web interface and by FTP. We are interested in extending this capability to include email.

A method(s), such as IVR, will need to be developed to allow less sophisticated operations to provide status.

**LTM and
Ticket Check
are currently
available free
of charge**



Improvements currently in process

IN DEVELOPMENT

Audit Change

Reduce to two columns

Map LINK

Attachment deployment scheduled for July

Add open/close option for excavators

IVR

Deployment scheduled for July

Mobile App

General release scheduled for July 1st

Next Generation ITIC

In development

Conditional Outbound

Enhance from text to HTML



IN DEVELOPMENT

Improvements
currently in
process

MISSOURI ONE CALL

Call

The excavator must ensure the accuracy of the ticket and map by clicking on this link : <http://mo.itic.occinc.com/VY9V-72Z-X3Z-42L>

Ticket Number : 141261811 ROUTINE
Requested By : AARON GROSECLOSE
Type of Work : INSTALL FENCE
Work Done For : AARON GROSECLOSE
Address/Street: DARBY RD, LANCASTER
Intersecting : STATE HWY CC
Location Info : EXCAVATION SITE IS ON THE N SIDE OF THE ROAD.
: FROM STATE HWY CC GO E APPX 2400FT TO THE SHED ON THE N SIDE OF DARBY RD.
: THIS SHED IS EAST OF A BARN WHICH IS JUST EAST OF THE 1ST HOUSE ON THE NORTH
: SIDE OF DARBY RD. FROM THE SHED GO N APPX 30FT AND THEN MARK E TO THE
: TELEPHONE POLE AND THEN MARK S TO DARBY RD.

The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected:

COMPANY NAME	UTILITY TYPE	MARKED	CLEAR
ATT DISTRIBUTION	TEL	___	___
SCHUYLER COUNTY CPWSD 1	W	___	___
---DO NOT ANNOUNCE---			
		___	___

EXCAVATOR RESPONSIBILITIES:

- * This ticket number serves as proof of your request and is valid for as long as markings remain visible and usable. You are only required to request a REMARK when markings become unusable due to work or weather.
- * It is the excavators responsibility to determine which utilities have, or have not, responded prior to beginning excavation. If any utility has not responded by 5/10/14 12:00 AM you are required by law to call 800-344-7483 and request a 'No Response' ticket.
- * Any damage or disturbance of any buried utility during excavation must be immediately reported, as required by law, by calling 800-344-7483 and filing a 'Digup' ticket.

Please visit <http://www.moicall.com> for the APWA color code, an explanation of markings, and other information on digging safely.



IN DEVELOPMENT

Improvements
currently in
process

MISSOURI ONE CALL

The excavator must ensure the accuracy of the ticket and map by clicking on [Link To Map for TEST04](#)

TICKET INFORMATION

Ticket Number: 141261811 **ROUTINE** Type: CALL
Requested By: AARON GROSECLOSE
Type of Work: INSTALL FENCE
Work Done For: AARON GROSECLOSE
Address/Street: DARBY RD, LANCASTER
At: STATE HWY CC

Location Info:

EXCAVATION SITE IS ON THE N SIDE OF THE ROAD. FROM STATE HWY CC GO E APPX 2400FT TO THE SHED ON THE N SIDE OF DARBY RD. THIS SHED IS EAST OF A BARN WHICH IS JUST EAST OF THE 1ST HOUSE ON THE NORTH SIDE OF DARBY RD. FROM THE SHED GO N APPX 30FT AND THEN MARK E TO THE TELEPHONE POLE AND THEN MARK S TO DARBY RD.

MEMBERS NOTIFIED

The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected:

Company Name	Utility Type	Marked	Clear
ATT DISTRIBUTION	TEL	_____	_____
SCHUYLER COUNTY CPWSD 1	W	_____	_____
---DO NOT ANNOUNCE---		_____	_____

EXCAVATOR RESPONSIBILITIES

- * This ticket number serves as proof of your request and is valid for as long as markings remain visible and usable. You are only required to request a REMARK when markings become unusable due to work or weather.
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Follow us on Facebook at <http://www.Facebook.com/moitc>



**YOUR
SUGGESTIONS
&
QUESTIONS**